

August 1, 2025

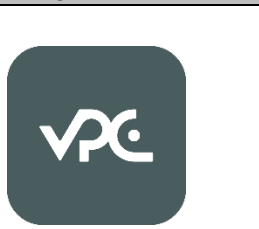
Re: Hardware Requirement for i3 International Software:

To all of our customers and partners;


The following hardware and software recommendations have been thoroughly tested and are compatible with SRX-Pro software. Please note that i3 International is not liable for any technical issues that may occur when using the recommended hardware. If the NVR Server was not purchased from i3 International, support will be provided at a rate of US\$125 per hour (with a minimum charge of one hour).

For more information about SRX-Pro software, please contact your sales representative.


Requirements for Video Pilot Client (VPC)

	<p>To ensure the proper functioning of Video Pilot Client Software, the following hardware requirements must be met:</p> <p>CPU: Intel i5 or better. Multiple instances require higher. RAM: 8GB or higher O/S: Windows 10 IoT Enterprise LTSC 2019 Windows 11 IoT Enterprise LTSC 2024 VC++: Visual C++ Redistributable 2015-2022</p>
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Requirements for CMS Mobile App

	<p>To ensure the proper functioning of the CMS app, the following hardware requirements must be met:</p> <p>Credentials: i3Host account iOS: iOS v12.0 or later. iOS v13.0 min recommended; Android OS: Android v 8.0 or later</p>
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Requirements for SRX-Pro Server, PACDM, Alert Center, Video Pilot Matrix Server/Console

	<p>To ensure the proper functioning of SRX-Pro, PACDM, Alert Center or Video Pilot Matrix Server, the following hardware requirements must be met:</p> <table><tr><td><=16 cameras: CPU: Intel Celeron or better. RAM: 8GB or higher</td><td><=48 cameras: CPU: Intel i5 RAM: 16GB or higher</td><td><=64 cameras: CPU: Intel Xeon/i7 RAM: 32GB or higher</td></tr></table> <p>Common requirements: OS HDD: m.2 SATA 480GB or better Storage HDD: i3-approved Western Digital Ultrastar 1TB-20TB. For best performance, use the storage HDDs of the same capacity. O/S: Windows 10 IoT Enterprise LTSC 2019 or Windows 11 IoT Enterprise LTSC 2024 Video: Onboard, or NVIDIA T600 (for Video Pilot Matrix Console) VC++: Visual C++ Redistributable 2015-2022 .NET: .NET Framework v4.5</p>	<=16 cameras: CPU: Intel Celeron or better. RAM: 8GB or higher	<=48 cameras: CPU: Intel i5 RAM: 16GB or higher	<=64 cameras: CPU: Intel Xeon/i7 RAM: 32GB or higher
<=16 cameras: CPU: Intel Celeron or better. RAM: 8GB or higher	<=48 cameras: CPU: Intel i5 RAM: 16GB or higher	<=64 cameras: CPU: Intel Xeon/i7 RAM: 32GB or higher		

Video Storage Hard Drive Requirements

Maintaining Server Warranty:

For the longevity and reliability of our products, only **Western Digital Ultrastar** and **Gold**-rated hard drives are approved for use with i3 equipment. No other Western Digital hard drive category (Purple, Blue, Red, Black, etc.) meets our criteria and must not be used in combination with i3 software.

The i3 Warranty Policy continues to stipulate that the use of any hard drives other than i3-approved Western Digital hard drives will void the factory warranty (as of Mar. 1, 2016).



i3-approved HDD Models

- m.2 SATA SSD, 480GB or higher
- Western Digital **Gold Enterprise Class** SATA series: **1TB-20TB**
- Western Digital **Ultrastar Data Center** SATA, SE series - HA210, HC310, HC320, HC510, HC520, HC530, HC550, HC560: **1TB-20TB**

Partitioning Recommendations:

- m.2 SATA SSD split into two partitions: C:\ and D:\
- Recommended C:\ partition size: 280GB or higher
- Recommended D:\ partition size: 200GB or higher
- One partition per storage drive
- For best performance, use the storage hard drives of the same capacity

Requirements for i3Ai and i3 Video Editor



To ensure the proper functioning of **i3Ai** or **i3 Video Editor** software, the following hardware requirements must be met:

GPU: GTX1660 or better

CPU: Intel i5 minimum. Xeon/i7 recommended.

RAM: 8GB or higher

O/S: Windows 10 IoT Enterprise LTSC 2019

VC++: Visual C++ Redistributable 2015-2022

PAC Converter (i3Ai only): The latest available version

Please contact technical support if you have any questions or issues.

Email: support@i3international.com

Tel.: 1.877.877.7241

i3 International Inc.

Technical Support and Services